

Andrew Thompson

380 Pioneer trail,
Cedar Springs, MI
49319

(616)696-7468 (h)

(616)293-9076 (c)

skinny@darkfiber.org

Management Proficiencies

- ◆Operations: IT, Data Center, Network, Server, Helpdesk, Support, Facilities
- ◆Personnel: Hiring, Managing, Supervising, Mentoring, Reorganizing
- ◆Budget: Capital, Operation, Vendor, Project, Services
- ◆Planning: Projects, Resource, Developing Peers, Succession, Business Unit Development, Strategy, and Tactics
- ◆Managing: Direct and Indirect Staff, Vendors, Outsourced Resources, Contacts, Contractors and Projects

Networking Proficiencies

- ◆Manufacturers: Cisco, Watch guard, Marconi, Linksys, Netgear, 3com, Foundry, Avaya
- ◆Protocols: TCP/IP, MPLS, ISL, VLANs, SNMP, DOCSIS, 802.11a/b/g, ATM, Spanning tree, IPX, NetBIOS, and AppleTalk
- ◆Routing Protocols: EIGRP, IGRP, RIP, BGP, MBGP, IS-IS, CDP, SPR, and Static routes
- ◆Tunneling and VPN: GRE, PPTP, and IPSEC
- ◆Authentication: RADIUS and TACACS
- ◆Concepts: NAT, PAT, Firewalls, Stateful Packet Inspection, DMZ, ACL, CIDR, SNMP, ONS

Call Center and PBX Proficiencies

- ◆Cisco VoIP: Cisco Call Manager, Cisco Unity Express, Cisco Unity Connection, Cisco VG224, Cisco VG248, SIP Trunking to PSTN, FXO, DID, FXS, ISDN, Standard and custom Automated attendants, BAT (bulk Admin Tool), SRST (Survivable Remote Site Telephony), Cisco Contact Center Express, Cisco Workforce Optimization
- ◆Avaya Definity G3: VDN, Vector, Hunts, Skills, EAS (Expert Agent Selection), BSR (Best Service Routing), ARS (Automatic Route Selection), ACD (Automatic Call Distribution), Stations, Agents, MAPD, Announcement management (including VAL management), Trunks, EPN, SRP (Survivable Processor), ASA automation and reporting, COR (Class Of Restriction), COS (Class Of Service), BCMS (Basic Call Management System), VuStats
- ◆Avaya CMS: Call Management systems 9 & 13, CenterVU Supervisor, Wallboard integration,
- ◆Avaya IC (Interaction Center): Avaya Softphone, CTI integration, Agent Management and troubleshooting
- ◆Audiex Voice Messaging: Add, change and remove subscribers. Dial by Name, Outcalling and Troubleshoot
- ◆IVR/ARU: DCC (Dialogic Communications Corporation) Frontwave, Menus, Call Flows, Application configuration, Outbound dialing

Languages Proficiencies

Perl, expect, UNIX Scripts, CGI, HTML, Java, Visual Basic, C++, Basic, DOS Batch, SQL, PHP

Operating Systems Proficiencies

Windows 7, Windows 2008, Windows Vista, Windows 2003, Windows 2000, Windows NT, Windows XP, UNIX, SunOS, Solaris, Linux, DOS, Cisco IOS

Servers Proficiencies

DNS, BIND, SMTP, Sendmail, post.office, CommuniGate Pro, HTTP, IIS, Apache, POP, Pro, Proxy, SQUID, FTP, TFTP, Microsoft SQL, MySQL, Microsoft Clustering

Work Experience

IT Infrastructure Manager Aug. 2009 to Current
Advanced radiology Services and STARS, Grand Rapids, MI

- Interim duties include CIO, Director, and Security Officer as needed.
- Supporting 16 partner health organizations in West Michigan.
- IT Management with Budget of \$4.9million annually (2.7 Capital and 2.2 Operational, 1.7 of which was staff)
- 220 users (120 “high touch critical” high expectation users)
- Staff of 17 IT personnel
- Established, planned, and administered the overall policies and goals for the information technology department
- Analyzed the needs of different departments and determined ways to meet business objectives
- Provided leadership and management to the IT department to provide, operate, and maintain computing and telecommunication facilities, equipment, and services
- Responsible for all aspects of information technology management and control, including supervision of information technology employees; budget preparation and management; recommendations for technical acquisitions; and development of guidelines, standards and procedures
- Tactical action and operational decision-making to fulfill the missions of the organization.
- Provided day-to-day supervision, conduct performance appraisals, and delegate work assignments for IT

- personnel. Assists in recruiting, hiring, and providing appropriate training for IT staff.
- Supervised the ordering, acquisition, inventorying, and disposition of hardware and software
- Ensured the continual functioning of mission critical operations
- Developed, reviewed, and maintained all back-up, disaster recovery, business continuity procedures and plans.
- Developed many project management plans and saw them through to completion

Network Engineer

April. 2007 to Aug. 2009

Meridian Automotive Systems, Grand Rapids, MI

- 22-24 Sites Across North America with MPLS WAN
- Cisco Networking; 160 Switches, 130 Wireless Access Points, 50 Routers
- Approximately 2000 Users and 2500 Computers
- Cisco VoIP
 - Cisco Call Manager; 287 - Cisco 7910/7911/7912; 168 - Cisco 7940; 70 - Cisco 7960; 18 - Cisco ATA
 - 10 - Cisco Unity Expresses; Voice mail and Automated Attendants
 - 15 - Cisco 2811s VoIP Gateways 11 with SRST
 - 6 - Cisco VG224 Analog Gateways
 - 4 - Cisco VG248 Analog Gateways
- Avaya
 - 6 Sites, 400 Analog stations, 700 Digital or Hybrid, Audix and Octel voice mail
- Sample of Projects (April 07 to Jan09)
 - Replaced 6 legacy phone systems with Cisco VoIP
 - Installed 3 New Site with Cisco VoIP
 - 4 “Green Field” install of entire network infrastructure for 4 new sites
 - Upgraded entire WAN from Frame Relay to MPLS
 - Changed Wan provider for all sites
 - Changed internet providers and renumbered all public Internet systems

Network Engineer

Jan. 2007 to April 2007

Advanced Radiology/STARS, Grand Rapids, MI

- Directly responsible for 150 users and 150 computers
- Maintain, configure, monitor and troubleshoot an All network elements
 - Checkpoint Firewall, WatchGuard Firewall, Cisco Routers, LAN. Wireless (802.11abg), WAN (T1 and Metro Ethernet), Internet (T1)
- Completed major firewall upgrades
- Instituted change control processes
- Completed network documentation of entire network and all data center elements
- Prepared plan for expansion and integration options

Information Technologies Manager

Jan. 2004 to Nov. 2006

Charter Communications, Walker, MI

- Directly responsible for 300 users and 350 computers, indirectly responsible another 562 user and 678 computers
- Maintain, configure, monitor and troubleshoot an Avaya Definity G3 switch
 - 1,500 Stations, 1,000 Agent Logins, 4,000 extensions, 1,124 trunks, 5 Survivable Route Processors, Small number of IP phones, 2 additional remote switches, Audix VM 275 mailboxes
- 2 Dialogic Frontwave IVRs for inbound and outbound applications supporting multiple billing systems on each.
- 800 number management of approximately 300 numbers
- Development and responsibility of an approximately \$1.3 million per year capital budgets
- Partial responsibility for 13 million dollar per year expense budget
- Facilities management including:
 - Power, power distribution, automatic transfer switch, generator, UPS, Network wiring, Phone wiring, Fire suppression/monitoring/alarm systems
- Interim/project responsibilities
 - High Speed Data Technical Support Manager
 - 3 direct reports and 45 indirect reports
 - Supplied 24/7 technical support to cable internet users
 - Work Force Manger
 - 5 person team
 - Responsible for scheduling and tracking of approx. 275 FTEs.

Regional Operations Center (ROC) Supervisor

April 2002 – Jan. 2004

Charter Communications, Walker, MI

- Core Routing Configuration and Troubleshooting including
 - BGP, EIGRP, RIP, Static routes, ACL, IOS issues
- Optical Network troubleshooting
 - Cisco ONS networks, Configuration, Monitoring, Troubleshooting
- LAN Configuration and Troubleshooting including:
 - Spanning tree, Multicast and broadcast segmentation, VLAN, ISL, 802.1Q Tagging
- WAN Configuration and Troubleshooting including:
 - MUXing and DeMUXing, CSU/DSU, T1, DS3, OC3, OC12, OC48
- Responsible for creation and/or approval of change control tickets
- Improved Change control process
- Hosted Change control meetings and conferences.
- Complete network management coverage and views of the network from the backbone to the customer premise.
- Network Element Monitoring and Management
- Tiered Support for:
 - Trouble Management
 - Hybrid-Fiber Coax Network Management
 - Change Management
- Intra-region service elements including.
 - DNS, DHCP, LDAP
- Capacity planning, and perform documentation
- Acting as a coordinator across organizations (headend, call center, field operations, NOC)
- Network operations functions such as monitoring information on all sites and back hauls, identifying deterioration of components and dispatching /assisting field and vendor personnel with repairs.
- Worked closely with engineering, field technicians, other telecommunications carriers, and marketing organizations to resolve service issues, resolve network problems/faults, and escalate as necessary to appropriate parties
- Tracked and updated problems in the trouble ticketing system
- Monitored service levels and took appropriate action to maintain service level agreements.
- Monitor traffic patterns to identify potential problem areas and take corrective action to implement adjustments.
- Identified and resolved performance bottlenecks.
- Identified alarm correlations and appropriate response actions for future automation.
- Provided timely and accurate reports for analysis of the network and Network Monitoring System.
- Design, scale, analyze, and load-testing network bandwidth for all data services, including all LAN/WAN/MAN traffics.
- oversaw and/or developed monitoring, maintenance, and troubleshooting for High Speed Data customer services in a 24 x 7 environment services including:
 - E-mail, Personal HTTP, NNTP, LDAP, DNS, Caching, Business web hosting
- I resolved network problems/faults and designed and implemented crisis management procedures.
- Assisted in defining Disaster Recovery schemes.
- As the Supervisor and acting manager I was responsible for hiring, training, evaluating, and providing guidance to ROC staff in the performance of their duties

Network Systems Administrator and Engineer

May 1998 to April 2002

Charter Communications (formally Bresnan Communications), Marquette, MI

- This site was one of the first high speed cable networks in the country and served as the Network Operations Center before Charters acquisition and as a Region Data Center after.
 - large-scale web hosting
 - Over 100 business web sites, CGI, FTP
 - large-scale mail
 - 1TB of fault tolerant storage
 - Over 100,000 mail accounts
 - Multiple domains
 - Large-scale DNS
 - CNAME, MX, A, NS, PRT
 - Sandbox server
 - 4 primary name servers
 - 12 caching name servers
 - Over 400 zones
 - Server and Network launches to new areas
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- Development, review and implementation of security (including incident investigation and resolution) for internal and customer related issues
 - Terms of Service and Acceptable Use Policy for end users
 - Terms of Service and Acceptable Use Policy for resellers
 - Incident Handling and Response
 - Network audits
- Troubleshooting of core routing problems, configuration of edge routers and edge devices, and IP space management.
- Migrations of many services to new hardware and software to provide greater reliability and scalable solutions
- Maintenance of servers in remote markets
- Provide solutions and guidance to local administrators
- SNMP monitoring and reporting, development of web-based SNMP Polling and monitoring utilities
- Built and maintained key data systems.
- Acted as secondary contact/administrator for the long distance switch providing:
 - Long distance, 800 number, Conference calling and other services
- Lead/Senior Regional Advanced Service Engineer,
- Scheduling of on call shifts (providing 24x7 coverage),
- Internal and external conflict resolution, and leadership roles

Education	Cisco CCNA (Cisco Certified Network Associate) Cisco Career Certifications	Sept. 2003
	Bachelors of Science Major Computer Systems Minor Psychology <i>Northern Michigan University</i>	May 1998
	High School Diploma Lakeland High School	June 1993

References

Available upon request